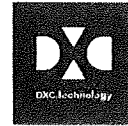




Problem Resolution Report

CoSD Contract no. 537863
Discontinue Treasury Service Level
HP/CoSD-168



Date: January 31, 2018

Summary

In accordance with the provisions of the IT and Telecommunications Service Agreement by and between the County of San Diego ("County") and Enterprise Services, LLC ("ES" or "Contractor" and hereinafter collectively referred to as "the Parties") originally dated January 24, 2006 and restated on April 5, 2012 ("the Agreement"), agreement is reached on the Effective Date shown below.

Issue or Problem:

The Treasurer-Tax Collector (TTC) department no longer requires the special requirement that provides a maximum 2-hour resolution for the Investment Manager and/or Assistant Investment Manager PCs.

Resolution:

1. Effective February 1, 2018, Contractor will discontinue provision of the Treasurer MASL.
2. Section 1.4 of Schedule 4.3-8 Minimum Acceptable Service Levels is updated with the removal of the Treasurer provision.
3. Schedule 16.1-5 Renewal Fees Summary by Resource Unit is updated with the removal of the "MASL Special Requirements – Treasurer" RU with an associated fee of \$315 per month.

The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

By:

Name: John M. Pellegrino

Title: Director, Department of Purchasing
and Contracting

Effective
Date:

2/1/18

ENTERPRISE SERVICES, LLC

By:

Name: Cathy Varner

Title: Director, US Public Sector – Civilian,
State and Local

Date: January 31, 2018